

# **County EM Director Training Agenda**

**By Duty Officer's James Sparks & Rick Bobo**

*One hour should be dedicated to each of the following sessions*

## **Session #1 - Duty Officer Functions and Responsibilities:**

- Job Functions – Explain the role of the duty officer
- Why we are there
- What we can do for them
- Assistance we can provide
- Information we are responsible for
- Reports and information we must provide.

## **Session #2 - Incident Reporting Software**

- Give overview of the Incident Software
- Explain what information we need
- Show contacts and explain how and why we must make these contacts
- Explain why all information is critical in the incident
- Brief them on what information is needed when they call and why

## **Session #3 – Communications and Amber Alert Procedures**

- Show and explain all of our methods of communications (i.e. email radio, phones-local and 800 numbers, radio, sat. radio and ham-radio.
- Do run through of the Amber Alert System to show them what is needed and from who the information must come.

## **Session #4 – EOC**

- Give a short tour of the EOC
- Brief them on the purpose of the EOC
- Brief them on when the EOC becomes operational
- Explain the different levels of operation
- Explain when there is a skeleton crew in the EOC and when it is fully operational.
- Brief them on the staffing of the EOC when fully operational.